Case Management Teams

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Topics

- Case management definition
- OWCP case management services
- FECA working groups
- Case management team approach
- Case management problem solving meetings

Definition of Case Management

- Pro-active involvement in a workers' compensation case that includes:
  - Early identification of cases; red flag recognition
  - Facilitation of RTW
  - Document review and correspondence
  - Resource for injured worker, treating physician, supervisor

Variation: Care Management

- Helping claimant obtain appropriate medical care
- Coordination of care on site and in the community
- Worksite assessments and ergonomic modifications
- Identification of expected duration of disability and variances from guidelines in treatment

OWCP Case Management Services

- Telephonic nurse intervention during COP period
- Field case management services
  - If referred by telephonic nurse or OWCP staff nurse or CE
  - Typically limited to DR and early in PR cases
  - Limited time period (120 days) for resolution
  - Rarely used for occupational illness claims
  - Rarely used for case that has plateau in recovery

Gaps in Case Management

- First several days before OWCP nurse is assigned
- Period after OWCP CM closed w/o resolution
- Cases that have RTW on temporary modified duty
- Occupational illness claims
- Work area accommodations to prevent lost time
- Older PR and PN cases that are not on OWCP radar

FECA Working Groups

Per DOD 1400.25M:

The FECA Working Group meets periodically (usually quarterly) to analyze FECA costs, trends, plans, etc., and develop cost-containment initiatives. FECA Working Groups shall consist of management, safety, personnel, medical and

investigative services staffs. FECA Working Groups will be mandatory for any installation whose claims exceed $1M.

Role of FECA Working Group

- Analyze trends and costs
- Identify problem areas
- Devise and recommend interventions
  - Ergonomic changes
  - Policies or procedures
  - Training

Options for Local Case Management

- Rely on OWCP to initiate and manage
- Request OWCP CM assistance
- Solo case management by ICPA
- Case management by ICPA asking for help from OHP as needed
- Case management by FECA working group
- Case management by a small team

Case Management by FECA Working Group

- Too big to be effective
- Meets too seldom to be effective
- Breach of patient confidentiality
- Diverts working group from oversight and preventive mission

Case Management Team

- Members:
  - ICPA
  - (Nurse case manager)
  - Occupational Health Physician
- Ad hoc membership:
  - Safety, Ergonomics for RTW planning
  - Personnel for actions

Case Management Team

- Process
  - Meet frequently, every 2-4 weeks
  - All new occupational illness claims
  - All new injury claims
  - All cases with recommended surgery
  - Prolonged temporary modified duty assignments
  - Review and develop RTW plan for all new lost time claims
  - Develop schedule for regular review and actions needed for all PR (first priority) and PN claims

Case Management of New Claims

- Investigate statements for fact
  - Was employee at work the day of injury
  - Witness statements
- Advise selected physician of modified duty availability
- Involve OH clinic
- Stay on top of dates (appointments, RTW advice, etc.) and contact injured worker and OWCP if missed.

Case Management of Old Claims

- Systematic review of chargeback bill to ensure claims are attributed to agency correctly
- Systematic review of case files for
  - Overdue actions, such as
    - Second opinion exams
    - OWCP decisions
  - Presence of required medical reports documenting ongoing disability
- DOD Liaison can get reports from OWCP

Case Management of Old Claims

- Case management team meetings to
  - Review medical reports
  - Discuss approaches to treating physician, OWCP, supervisor for accommodation, etc.
  - Determine actions such as
    - Request 2nd opinion exam, voc rehab referral, senior level review
    - Suggest formal job offer
    - Suggest termination

Role of the OH Clinic

- OH Clinicians can and should participate in injury case management
  - Evaluation and offer of treatment (if latter is in scope of services) on day of injury (may not interfere with issuance of CA-16 or employee's right to see physician of choice)
  - Review of medical restrictions
  - Assistance with accommodation
  - Review of medical documentation
  - Case management support
  - Injured worker advocacy when roadblocks occur

Case Management Problem Solving Meetings

- Sometimes there is a need for ad hoc meetings to address problems with modified duty, etc.
- Participants:
  - The injured worker
  - The injured worker's supervisor
  - The DOL nurse case manager if applicable
  - Union representative if applicable and requested
  - The Occupational Medicine clinician
  - Personnel representative

Summary

- Many gaps in the good case management services offered by OWCP
- Case management at the local level must include several areas of expertise
- Case management team approach can be tailored to fit local needs

Questions?

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